

# **Your Training Laptop and Database**

## **Using your Practice Client Services Database**

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Want to show your new staff how to . . . Make an appointment in Client Services? Setup a Flowsheet Careplan? Document a prescription?

Ever wish you could try out a change in Client Services before working with a WIC client?

We have great news! The training laptops have a special version of Client Services called Practice Client Services. This version allows you and your staff to practice using Client Services without impacting real client data. The database is “scrambled” so client confidentiality is protected.

### **To open Practice Client Services**

1. Logon to encryption software on the training laptop
2. Logon to Windows (May use same logon for Windows and encryption software)
3. Double click on the Practice Client Services icon
4. Logon to Practice Client Services (enter logon and password received with your training laptop)

### **What you can do in Practice Client Services**

- Practice Client Services skills and try different features
- Use Practice Client Services to train new staff
- Create your own clients and setup your own client scenarios
- Pick a client from a list to practice assessing income using ProviderOne number
- Pick a client from a list to practice In-state Transfer

### **What you can't do in Practice Client Services**

- Print checks
- Look at Clinic Reports
- Use Practice Client Services to provide WIC services to your current WIC clients
- Find any clients used by the state trainers in Core WIC training or Nutritionist training

### **Updated versions of Practice Client Services**

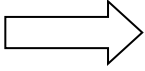
- You will receive a new version of Practice Client Services as close to your CIMS Client Services upgrades as possible.
- When your training laptop updates with a new version of Practice Client Services, all information, client scenarios, and changes that you entered will be gone.
- Your updated version of Practice Client Services will include any recent changes to *real* Client Services. You won't see Client Services changes in Practice Client Services until you receive the upgrade. This means the Practice Client Services on the training laptop may be an older version than what staff use with WIC clients.

### **Call CIMS Support with questions about Practice Client Services**

- CIMS Support can answer your Practice Client Services questions.
- Call 1-800-841-1410 extension 7 or email [cims.support@doh.wa.gov](mailto:cims.support@doh.wa.gov)

## Protecting Your Training Laptop

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We need you to plug your training laptop into the network at least once a month to get the latest Microsoft security and virus protection patches.

Be sure to add this to your task list so you don't forget! Call the Help Desk if you aren't sure how to do this: 1-888-457-2467 (Western WA) or 1-800-942-2484 (Eastern WA)

## Getting Practice Client Services Upgrades

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The Help Desk staff will contact you each time a Practice Client Services upgrade is available.

You will:

1. Work with Help Desk staff to schedule time for the upgrade.
2. Plug each training laptop into an outlet to start the network.
3. Logon to the laptop. This allows the Help Desk control your training laptop remotely so they can update Practice Client Services.
4. Follow the instructions given to you by the Helpdesk technician.

Note: Upgrades should take less than one hour but it depends on network speed. A Help Desk staff will contact you to schedule a time.



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For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TTY 711).